



COMPLAINTS POLICY

LJM Homecare - Lincoln

Merlin House

Wigsley Road

Lincoln

LN6 9HD

01522 700400

info@ljm-homecare-lincs.net

Policy Outline

This policy is designed to provide guidance to employees and service users with regards to how to formally register a complaint and how LJM Homecare Lincoln will handle your complaint.

All the required documentation to make a formal complaint is included at the end of this document.

Complaints Policy

Statement

LJM Homecare Lincoln is committed to maintaining a high standard of service delivery and promoting a positive environment for all service users and their relatives or representatives to feel confident to utilise our complaints procedures. We recognise that complaints are a positive feedback tool to support service improvement.

We have developed an effective procedure for identifying, receiving, handling and responding to complaints and comments made by the service users, or persons acting on their behalf, in relation to the carrying out of services.

We ensure that comments and complaints are listened to and acted on effectively and in a timely manner and will ensure that no person will be discriminated against for making a complaint.

Good Practice Guidelines

Service users will be aware of how to make a complaint and advised what action will be taken in response to individual complaints. Advice for service users, detailing this complaints procedure can be found in the service user's guide.

Service users and carers should feel able to complain and feel confident that their complaint will be dealt with in a positive manner.

Service users who wish to complain about the service received from LJM Homecare Lincoln should follow the steps listed below and if possible discuss the problem with the manager who will do their best to resolve the problem quickly to their satisfaction.

Complaints can be made in person, in writing or by telephone and should be addressed to:

Alyson Elvidge
LJM Homecare
Merlin House
Wigsley Road
Lincoln
LN6 9HD

Complaints should be made confirmed in writing and logged in a manual held in the office and detail the following basic information:

- Which service the complaint is about
- What happened
- Where and when it happened
- Who was involved
- What the service user expectations are

Service users are to receive an acknowledgement within two working days of logging their complaint. All investigations must be recorded and service users updated regularly as to the progress of the investigation. Any action to be taken should be discussed and agreed with the service users where appropriate, or in the case where service user is a child, this will be discussed and agreed with the child's parents or guardian. The service should endeavour to resolve all complaints within 28 days.

The service user may wish to ask a friend or relative to write out the complaint which, if possible, should be signed by the service user. Alternatively, the manager can help the service user to put the complaint in writing. He or she will give the service user a copy so that it can be agreed that it is an accurate account before signed.

If the service user is unhappy about making the complaint and they do not know someone who is prepared to advise the service of their complaint, the company should find someone from an independent organisation to act as an advocate for the service user.

Managers must ensure that all information regarding complaints will be made available to the respective Care Regulatory Body, if and when requested.

If the service user does not receive an acknowledgement or a reply to their complaint from the office then they can contact the directors of the company on 01522 700400, or in writing to:-

Lindsay Nearn
LJM Homecare
Merlin House
Wigsley Road
Lincoln
LN6 9HD

Complaints may also be made to the Local Authority and or Regulatory Body at anytime.

The Local Government Ombudsman provides a free independent service. The service user can contact the Local Government Ombudsman Advice Team for information and advice, or to register their complaints on:-

Telephone:- 0300 061 0614

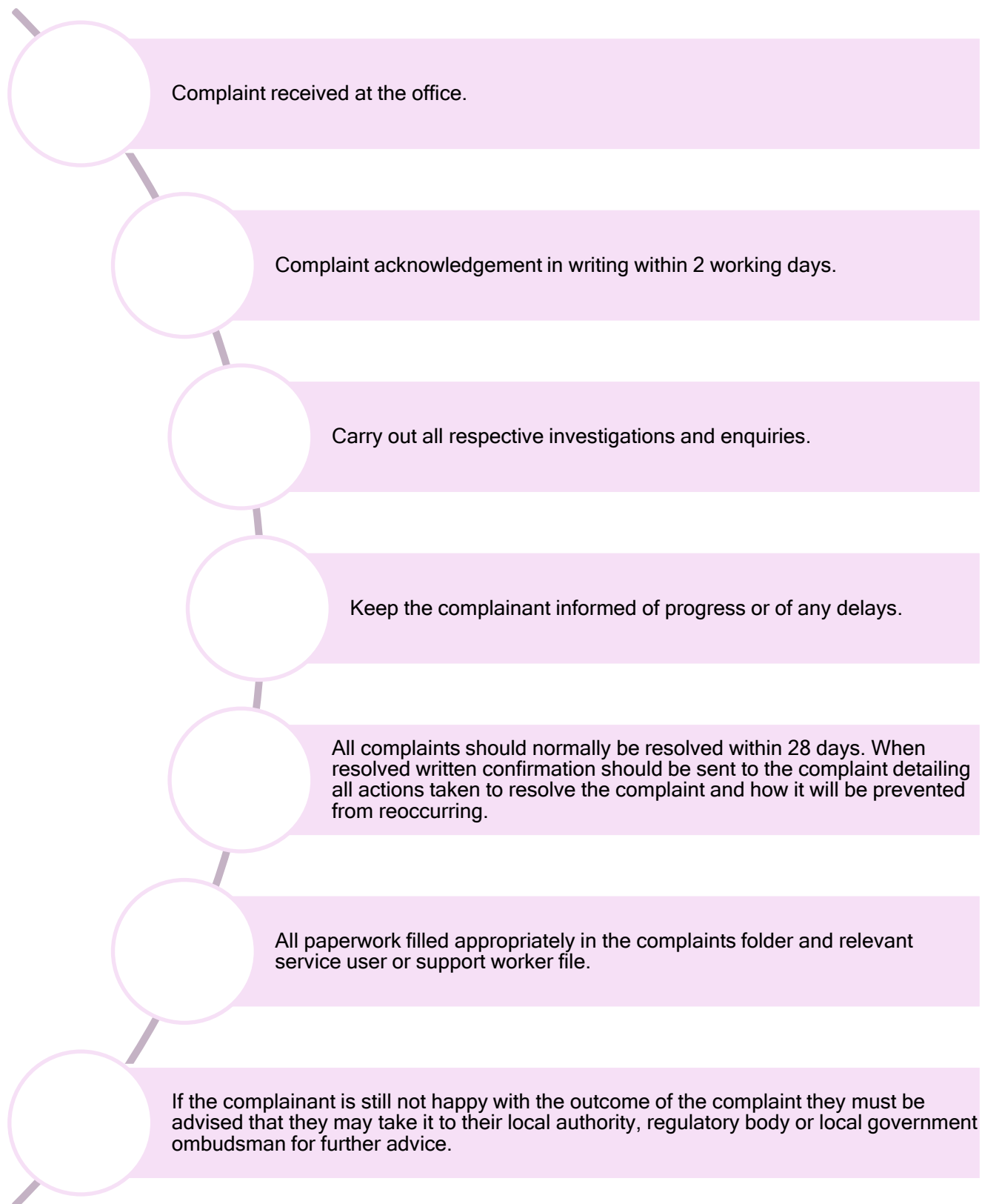
Email:- advice@lgo.org.uk

Website:- www.lgo.org.uk

The Local Government Ombudsman will usually investigate a complaint until the provider has had an opportunity to respond and resolve matters.

The Local Government Ombudsman service is registered with and regulated by the relevant Regulatory Body. The Regulatory Body cannot get involved in individual complaints about providers, but is happy to receive information about our services at any time.

Complaints Procedure Flowchart



Complaints Form

LJM Homecare Branch	Lincoln
Manager	Alyson Elvidge
Date	
Name of Complainant	
Address	
Telephone Number	
Mobile Number	
Email Address	
Complaint Reported To	
Describe in detail and accurately the nature of your complaint	
Describe what actions can be taken in order to effectively deal with your complaint	
Describe what measures can be taken to avoid a repeat of your complaint	
Signature of Complainant	
Date	
Complaint received by	
Date	